

Our vision is to be the ‘Housing Provider of choice in North Wales’. We understand the value and importance of a good home – that’s where our heart is. We also want to make a positive contribution to our local communities and to be a significant investor in the regional economy.

But how are we doing in reality and what does this mean for our residents and stakeholders?

Here is a snapshot of how we are performing – what we did well in 2017-18 and where we need to improve.

Our approach

We believe that by taking an honest view of our performance we can better understand our strengths and areas where we need to develop. We will put plans in place to ensure we improve continuously and to make sure our activities align with the Corporate Outcomes in our Corporate Plan for 2018-20.

Governance – Board and Executive Team

Effective Board and executive management with a clear and ambitious vision for the Registered Social Landlord

PS 1
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What we did well in 2017-18

Tenants and stakeholders can be confident that NWH's Board and Executive Management Team have a clear and ambitious vision for the future. In 2017-18 we:

- Developed a new Corporate Plan for 2018-2020
- Refreshed our vision
- Strengthened the Board and Executive Team giving us increased confidence in our ability to lead NWH

Further work for 2018-19

Continue to improve our governance processes and ensure full compliance with the CHC Code of Governance

How does this link to our Corporate Outcomes?

NWH is well managed and efficient



Tenant involvement

Effective and appropriate tenant involvement and high quality and improving services

PS 2
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What we did well in 2017-18

Tenant involvement is at the heart of our work – we have several ways in which residents can scrutinise our services and performance to ensure the highest possible standards. In 2017-18 tenant involvement ensured:

- Tenant and service user input into our Customer Charter and Customer Service structure
- Improved the relationship with the Landlord Services Committee
- Customer involvement in the revision of our Tenant Participation Strategy

Further work for 2018-19

Improve tenant satisfaction with how we listen and act on customers' views and show how participation has influenced our work

How does this link to our Corporate Outcomes?

Communities and customers are engaged and involved in improving and shaping services



Managing Risks

Understanding of the business impacts of all risks, including new business and development opportunities, with robust risk management arrangements

PS 3
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What we did well in 2017-18

Risk management is an important part of how we manage our services – we look at all risks every three months. Across the organisation we:

- Manage risks through a specialised online system with live reports which identifies trends
- Report areas of high risk to the Board
- Prepared a 30-year financial forecast which looks at all potential scenarios and risks
- Updated our Business Plan to test different scenarios for example inflation and interest rates

Further work for 2018-19

Ensure we make full use of our new systems to manage performance, risk, audit actions, business planning, and regulation.

How does this link to our Corporate Outcomes?

NWH continually improves



Self-evaluation and compliance

Clearly evidenced self-evaluation and statement of compliance

PS 4
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What we did well in 2017-18

NWH is fully committed to the Self-evaluation process – we see this as an important way of helping us improve our services. To achieve this, we:

- Undertook a tenant satisfaction survey
- Reviewed our reporting process including our performance measures
- Published our Self-evaluation report which has been scrutinised by our tenants and Board

Further work for 2018-19

Continue to refine our Self-evaluation process to ensure our compliance statement aligns with our Corporate Plan outcomes

How does this link to our Corporate Outcomes?

NWH continually improves



Self-Evaluation Overview 2017-18

Performance and performance issues

A track record of achieving positive outcomes and responding appropriately to new challenges

PS 5


What we did well in 2017-18

We regularly monitor performance and consider the impact of our services on tenants and customers. This helps us to identify issues and challenges and to put measures in place to respond. During the year we:

- Developed a Welfare Reform Strategy to minimise the impact on tenants and the organisation
- Developed an Asset Management Strategy to make best use of our stock
- Produced a Social Value report highlighting how our work makes a difference to our communities and the local economy

Further work for 2018-19

Target our work to improve customer satisfaction in key areas such as quality of homes, repairs service, responding to complaints and value for money

How does this link to our Corporate Outcomes?

Provide the right services for our customers and increase customer satisfaction



Value for Money

Delivering value for money in all areas of the business

PS 6


What we did well in 2017-18

We want to ensure that we deliver our services in an efficient way which provides value for money in line with the principle of doing more with the same or less. To help us achieve this we:

- Produced a Value for Money Strategy and reported to our Board on the Welsh Government value for money indicators
- Worked to identify efficiencies within key areas such as our use of technology
- Developed a Procurement Strategy to ensure we make best use of our resources

Further work for 2018-19

Continue to improve customer satisfaction with the value for money of rent and implement the efficiencies we have identified

How does this link to our Corporate Outcomes?

NWH is well managed and efficient



Regulatory matters

Compliance with regulatory and statutory requirements and guidance

PS 7


What we did well in 2017-18

NWH understands the importance of achieving compliance with regulatory and statutory guidance both for our tenants and service users, as well as for us as a business. In June 2018, we achieved the highest level of regulatory judgement from our regulator, Welsh Government; the work carried out in 2017-18 helped us to achieve this, and during the year we also:

- Developed a General Data Protection Regulations (GDPR) policy and worked closely with another social housing provider to appoint a GDPR Officer
- Continued to monitor how we meet our performance targets every month

Further work for 2018-19

Maintain the highest level of regulatory judgement from our Regulator and focus particularly on the performance area of safety for our customers

How does this link to our Corporate Outcomes?

NWH meets its legal and contractual financial requirements



Viability

A financial plan which delivers and supports the business plan and effective monitoring of financial performance

PS 8


What we did well in 2017-18

We take a business focussed approach to our finances and our results for 2017-18 are encouraging. We will continue to balance our financial requirements with our social responsibilities, and continue to work with a business head and a social heart. To achieve this, we:

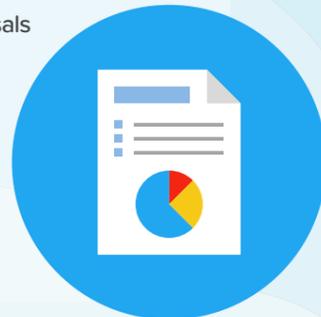
- Prepared a 30-year financial forecast which looks at all potential scenarios and risks
- Developed a Funding Strategy which streamlines our loan portfolio and looks at new sources of funding
- Reduced operating costs by 1.3% to ensure we can continue to invest in services
- Continued to undertake detailed financial appraisals on potential development opportunities

Further work for 2018-19

Maintain the highest level of regulatory judgement on Financial Viability from the Regulator

How does this link to our Corporate Outcomes?

NWH is financially viable



Financial management

Effective management of treasury operations ensuring sufficient liquidity at all times

PS 9


What we did well in 2017-18

NWH has systems in place to ensure that we effectively manage our finances. As a sign of success, we:

- Received a clean audit opinion and all controls are in place
- Comfortably met all our financial loan covenants
- Carried out our treasury activities in accordance with independently recommended best practice
- Included financial performance data in all our performance reports to Board

Further work for 2018-19

Review all our loans with the help of expert treasury advisors

How does this link to our Corporate Outcomes?

NWH has reliable and correct financial data and budget information



Quality homes

A clear understanding of liabilities and asset performance

PS 10


What we did well in 2017-18

Having a comprehensive and up-to-date register of our assets is essential to ensuring NWH is well run. In 2017/18 we:

- Developed the Assets and Liabilities Register and put a plan in place to ensure it is always up-to-date
- Achieved WHQS on 99.64% of our properties with the remainder undergoing major refurbishment
- Developed an Asset Management Strategy and action plan to shape how we modernise and improve our homes and properties in the future

Further work for 2018-19

Implement mobile working for our Asset Management Surveyors

How does this link to our Corporate Outcomes?

Tenants live in quality homes

